

# Tenney Handbook

## Services Provided

To ensure that we maintain a high standard of service, ULI employs its own custodial staff. Evening custodial services are generally scheduled after business hours from 5:00 p.m. - 11:00 p.m., Monday - Friday. We also have daytime staff who can respond to situations that need immediate attention. Offices and restrooms are serviced according to the schedule listed below. Our staff also cares for the parking facility, other common areas and the grounds.

To make a custodial request, please call the ULI maintenance line at (608) 251-0707. When you call with a request, please be prepared to provide the following information:

- Your company name
- The name of a contact person
- Telephone number
- Your building address
- Your suite number
- Description of the problem and its general location

### **REGULAR SERVICE**

The following services can be provided Monday - Friday after normal business hours. For a more complete service schedule, please see the "Schedule of Custodial Services" that is attached to your lease.

- Waste, recyclables gathered and disposed of appropriately. (Note: Purchase of trash and recycling containers are tenant's responsibility.)
- Floors swept and treated with dust mop
- Carpets vacuumed
- Furniture properly positioned
- Spot cleaning of doors, doorframes and walls
- Drinking fountains cleaned

### **RESTROOM SERVICE**

- Wastepaper receptacles emptied and cleaned
- Sanitary napkin disposal containers emptied and inserts replaced
- Metal and mirrors polished
- Washbasins, toilet bowls and urinals cleaned and disinfected
- Tile walls and toilet partitions spot cleaned
- Floors swept and chemically treated
- Paper hand towel and sanitary napkin dispensers refilled and maintained